Dialing an External Number
- **Use an outside line (if allowed):** Select the line button and enter the phone number, including any long-distance prefix required by your phone service. No access code is needed.
- **Use a personal extension (if allowed):** Enter the access code, such as 9. Enter the phone number, including any long-distance prefix required by your phone service. Check with your phone administrator for details.

Making a Conference Call
- **Create a conference call:** During a call with one party, press (SPA301) or (SPA501G), or (other models). Dial the extension or phone number of the third party. When the party answers, press the button again.
- **End the conference for everyone:** Hang up, or press .
- **Exit the conference while the other parties continue:** Press . Not available on SPA301 or SPA501G.

Transferring a Call
- **SPA301 and SPA501G:** Press (SPA301) or (SPA501G). Dial the extension or phone number. Anytime after the call starts ringing, press the button again.
- **Other models:**
  - **Attended Transfer:** Press or . Dial the extension or phone number. After speaking to the other party, press or again.
  - **Immediate Transfer with softkey:** Press or . Dial the extension or phone number.
  - **One Button Transfer (if available):** If your phone has an Auto-Dial or BLF feature button for a user, you can press this button during a call to immediately transfer the call to that user. The transfer is non-consultative.

Holding and Resuming Calls
- **SPA301:** To hold a call, press . To resume a held call, press twice.
- **Other models:** To hold a call, press or . To resume a held call, press the flashing line button or .

Handling Missed Calls
If you miss a call, an alert appears on the phone screen, along with two soft keys.
- **Return a missed call:** Press (Last Call Return) or to view information for the most recent missed call. To return the call, press .
- **View a list of missed calls:** Press . You can use the navigation button to choose a call, and then press to select and view it.

Note: The Call History is available at any time. Press and then choose to view or return missed calls.

Using Your Voicemail Box
- **Set up your voicemail:** Press . Enter the default password, followed by . Follow the prompts to change your password and record your greetings.
- **Check messages for your primary personal extension (if enabled):** Press . Enter your password, followed by .
- **Check messages outside the office:** Call your own extension. When the call goes to voicemail, press for the menu. Enter your password, followed by .

Using a Group Voicemail Box
- **Use the Messages button:** Press . Press for the menu. Enter the mailbox number, followed by . When prompted, enter the password (default 12345), followed by .
- **Use a feature button (if available):** Press the feature button , which displays the letters VM and the name of the group or line. Press . Enter the password (default 12345), followed by . (If the mailbox is not yet set up, follow the prompts.)
Monitoring Calls on a Shared Line, Shared Extension, or Busy Lamp Field (BLF)
The line button indicates the status.
- **Unlit:** Idle.
- **Green (steady):** Connected to a call on this phone.
- **Green (flashing):** Holding a call on this phone. To resume the call, press the phone button.
- **Orange (flashing):** Ringing.
- **Red (steady):** Connected to a call on another user’s phone.
- **Red (flashing):** Holding a call on another user’s phone. To pick up the call, press the line button.
- **Orange (steady):** There is an error. Contact your phone administrator for assistance.

### Parking and Unparking Calls

**Use a star code:**
- **Park a call:** Place the call on hold. Press . Enter an easily remembered number for your park slot. Press .
- **Unpark a call:** Lift the handset. Press . Enter the park slot number. Press .

**Use a softkey:**
- **Park a call:** Press the right-arrow navigation button and then press . Enter an easily remembered number for your park slot. Then press or .
- **Unpark a call:** Press the right-arrow navigation button, and then press or . Enter the park slot number. Press or .

**Use a feature button (if available):** Press the Park Slot feature button. To unpark, press the same feature button, such as Park Slot 1, or use one of the other techniques described in this section.

### Picking Up a Call for Another User

**Not available on SPA301 or SPA501G**

**Enter an extension number:** Press . Enter the extension number. Press or .

**Use a feature button (if available):** Press the feature button, which displays the user’s name.

### Picking Up a Call from a List of Ringing Calls

**Not available on SPA301 or SPA501G**

**Use a softkey:** Press the right-arrow navigation button, and then press or (Group Pickup). Use the navigation button to choose a call, and then press or .

**Use a feature button (if available):** Press the Group Pickup feature button. Use the navigation button to choose a call, and then press .

### Diverting Calls to Voicemail

**Ignore a ringing call:** Press . The call is forwarded to your Call Forward No Answer number (usually voicemail).

**Prevent new calls from ringing your phone:** Press (Do Not Disturb). All calls are forwarded to your Call Forward No Answer number (usually voicemail). To clear, press or (Clear Do Not Disturb).

### Forwarding Calls to Another Number

**Forward all incoming calls:** Press or (Call Forward) to forward all incoming calls. Then enter an extension or phone number. Press (not required if you entered an extension).

**Cancel Call Forward All:** Press or (Clear Forward).

### Using the Site Directory

To find extension numbers for users, groups, and system features, press or . Use the navigation button to choose a directory. To place a call, select a number, and then press .

### Using Feature Buttons

Your phone administrator may configure feature buttons for your phone. Ask your phone administrator for details. **Not available on SPA301, SPA501G, or SPA502G**

- **Auto-dial (system speed dial):** Immediately calls or transfers a call to the specified extension or phone number. The transfer is non-consultative.
- **BLF (Busy Lamp Field):** Monitors the specified extension. Can be used to pick up a ringing call, to immediately call the target, or to transfer a call to the target. The transfer is non-consultative.
- **Block Caller ID:** Blocks your caller ID for a new call. Lasts for the duration of the call.
- **Park Slot:** Places a call on hold in the specified park slot, such as Park Slot 2. To unpark, press the same park slot button on any IP phone.
- **Force Night:** The function depends on the Day/Night settings for your phone system.
  - **In a manual day/night system:** Press to toggle between Day mode (green) and Night mode (red).
  - **In an automated day/night system:** Press to temporarily override the schedule by enabling Night mode (red). Press again to resume the normal schedule (green).

### Diverting Calls to Voicemail

- **Intercom:** Initiates a two-way call to the phone speaker of the specified user. To end the intercom call, press the button again.
- **Individual Pickup:** Flashes to indicate a ringing call on the specified extension. Press to pick up the call.
- **Group Pickup:** Flashes to indicate a ringing call on any extension. Press to display a list of ringing calls. Use the navigation button to choose a call, and then press .

### Creating a Personal Speed Dial Button

If there is an unused feature button on your phone, you can add a personal speed dial.

1. Press and hold the unused button for 3 to 4 seconds.
2. To enter the Name, repeatedly press the corresponding key on the keypad until the desired letter appears. To erase a character, press . When finished, press the down-arrow navigation button.
3. In the PhoneNo field, enter an extension or phone number, including any required outside line digit, such as 9. Finally, press .

### Using Star Codes

- **Enter a code manually (all models):** Lift the handset. Press , followed by the code. For details, see your phone user guide (links in the Where to Go from Here section).
- **Select a star code on Cisco SPA500G models (except SPA501G):** Lift the handset. Press the right-arrow navigation button twice. Press or . Press the down-arrow navigation button to select a star code. Press or . Additional prompts may appear.
- **Select a star code on Cisco SPA525G/G2:** Lift the handset. Press Option, and then select Input Star Code. Press the down-arrow navigation button to select a star code. Press . Additional prompts may appear.

### Where to Go from Here

- Additional Phone Documentation: [www.cisco.com/go/uc300](http://www.cisco.com/go/uc300) (see the Resources tab)